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10/813,838	03/31/2004	David Benjamin Auerbach	24207-10112	6054
62296	7590	05/01/2007	EXAMINER ROSE, HELENE ROBERTA	
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/813,838	AUERBACH ET AL.	
Examiner	Art Unit		
Helene Rose	2163		

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
  - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1)  Responsive to communication(s) filed on 09 February 2007.

2a)  This action is **FINAL**.                            2b)  This action is non-final.

3)  Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4)  Claim(s) 1-47 is/are pending in the application.  
4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.  
5)  Claim(s) \_\_\_\_\_ is/are allowed.  
6)  Claim(s) 1-47 is/are rejected.  
7)  Claim(s) 5-7 and 26-28 is/are objected to.  
8)  Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9)  The specification is objected to by the Examiner.

10)  The drawing(s) filed on 31 March 2004 is/are: a)  accepted or b)  objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)  The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12)  Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a)  All    b)  Some \* c)  None of:  
1.  Certified copies of the priority documents have been received.  
2.  Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3.  Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1)  Notice of References Cited (PTO-892)  
2)  Notice of Draftsperson's Patent Drawing Review (PTO-948)  
3)  Information Disclosure Statement(s) (PTO/SB/08)  
Paper No(s)/Mail Date 10/27/04.

4)  Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_ .  
5)  Notice of Informal Patent Application  
6)  Other: \_\_\_\_ .

**Detailed Action**

1. In response to communication filed on 2/9/2007. Claims 1, 5, 7, 18, 20-22, 26, 28, 39, 41-43 are amended. Claims 44-47 were added. No claims were cancelled.
2. Applicant's arguments with respect to claims 1-47 have been considered but are moot in view of the new ground(s) of rejection.

**Information Disclosure Statement**

3. The information disclosure statement (IDS) submitted on 10/27/2004, accordingly, the information disclosure statement has been considered by the examiner.

**Claim Objections**

4. Claims 5-7 and 26-28 are objected to under 37 CFR 1.75(c) as being in improper form because a multiple dependent claim cannot depend from any other multiple dependent claim. For example – Dependent Claim 5 depends from dependent Claim 44. Claim 5 cannot depend from dependent Claim 44, because the dependent Claim 44 hasn't been presented at this point. See MPEP § 608.01(n).

**Claim Rejections – 35 USC § 112**

5. Claims 1, 22, and 43 (and their dependent claims, where applicable) are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claims 1, 22, and 43, recite the following limitations “potentially about”, “determining that the contact information is likely about the entity name”, and “determined to be likely about the entity name”, renders the claims indefinite because neither the claim nor the specification explains what “potentially about” or “likely about” means. It is difficult for the examiner to interpret the claim not knowing how the limitation “potentially” about and “likely about” constitutes.

Claims 2–21, 23–42, and 44–47 are also rejected by virtue of their dependency to claims 1, 22, and 43.

Therefore, it is difficult for the examiner to interpret the claim without knowing what the following limitations “potentially about”, “determining that the contact information is likely about the entity name”, AND “determined to be likely about the entity name”, constitutes/conveys.

Thus, all claims 1-47 have been examined with the examiner's broadest reasonable interpretation as herein.

**Claim Rejections – 35 U.S.C – 102**

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

7. Claims 1-3, 5-6, 20, 22-24, 26-27, 41, 43, and 44-45 are rejected under 35 U.S.C. 102(e) as being anticipated by Hoth et al (US Patent No. 7,099,887, Filing Date: August 8, 2002, hereinafter Hoth).

**Claims 1 and 22:**

Regarding Claims 1 and 22 discloses a method/computer readable-medium utilizing the same functionality, wherein Hoth teaches a method/computer readable medium comprising:

identifying an entity name from an event associated with an article (column 10, lines 39–51, wherein this reads over “extracting “send date” starts in box 501, wherein box 502 the document is scanned for the string “Date:” and if the desired sting is found (box 503), then in box 504, the text after the desired string but before the next following CR–LF sequence is retained as the “send date”, and wherein an external extraction system is to find the named entities within the body of the email and it returns the location of the named entity that it found, wherein for examples of named entities also known as “handles” are dates, names of people, names of organizations, etc. . . . “, which is equivalent to “identifying an entity name from an event associated with an article”, Hoth);

identifying contact information potentially about the entity name (column 10, lines 56–67, wherein this reads over “an external extraction system used in the preferred embodiment is Inxight's Thing Finder SDK and the Thing Finder locates data and using Active Annotation(tm) finds, organizes, and presents additional text and relevant links which are presented in an easy to navigate pop-up box, and the input to Inxight's Thing Finder SDK would include the message or document that will be parsed and the types of identified entities to be located, wherein examples of identified entity types are address, month, Internet address, city, noun group, region, company,

organization, sports team name, drug name, disease name, subject category, other product name, state, country, percent, Social Security number, currency, person, time, date, telephone number, time period, day, miscellaneous proper name, measure, year, other place, product, Holiday, financial index, and person position, wherein the output of Thing Finder (TM) is returned through an Application Programming Interface (API)", which is equivalent to "identifying contact information potentially about the entity name", Hoth);

determining that the contact information is likely about the entity name (column 11, lines 3-35, respectively, wherein this reads over "email send date" and wherein compared to send date to determine temporal proximity, wherein the Inxight Thing Finder can be used to find the dates in the text and to normalize them, and wherein this is interpreted to be equivalent to "determining that the contact information is likely about the entity name", Hoth);

storing the entity name and at least some of the contact information determined to be likely about the entity name (Figure 2, diagram 202, respectively, and column 6, lines 50-53, wherein one or more additional columns may be included if desired or required for providing additional information relating to a room, 099, Hoth).

Claims 2 and 23:

Regarding Claims 2 and 23, Hoth teaches wherein comprising associating an entity ID with the entity name (column 6, lines 22–34, wherein this reads over “Figure 21, wherein data records 2110, 2120, 2130 and 2140 illustrating four different courses and table 2102 further comprises a plurality of columns, each of which comprises information relating to a specific course and column 2150 relates to a unique identifier for uniquely identifying a corresponding course and column 2160 relates to a name of the corresponding course and column 2170 relates to a number that externally identifies the corresponding course, as, for example, indicated in a brochure and column 2180 illustrates that one or more additional columns may be introduced into table 2102 when desired or required for providing additional information relating to a course, which is interpreted to be equivalent to “associating an entity ID with the entity name, Hoth).

Claims 3 and 24:

Regarding Claims 3 and 24, Hoth teaches wherein the entity ID is the same as the entity name (Figure 21, diagrams 2102, 2150, and 2160, wherein 2150 corresponds to diagram 2160, and Figure 22, table 2202 comprises a plurality of columns, each of which comprises information relating to a particular class and

column 2260 relates to a unique identifier for each class and column 2270 relates to a name associated with a corresponding class, which is interpreted to be equivalent to “entity ID” is the same as entity name, Hoth).

Claims 5 and 26:

Regarding Claims 5 and 26, Hoth teaches wherein the contact information is indexed if the entity name is associated with the user. (Figures 20–22, all features, further defined in columns 5–6, respectively, Hoth).

Claims 6 and 27:

Regarding Claims 6 and 27, Hoth teaches wherein the entity name is identified as being associated with or related to the user based at least in part on user activity (column 9, lines 54–62, wherein this reads over “the application programs may comprise, for instance, office automation software comprising any tools for enabling a user to integrate traditional office activities, including processing text, generating presentations, sending and receiving messages and conferencing; games; Internet related applications, as well as more complex enterprise applications or one or more parts of such enterprise applications as used in, for example, the billing system of companies”, Hoth).

Claims 20 and 41:

Regarding Claims 20 and 41, Gross teaches wherein a program code for causing an output of at least some of the contact information in connection with one or more of an article, a link, a search result, or an event (column 14, lines 29–33, wherein this reads over “portions of an HTML file for expressing the image partially displayed as shown in Figures 7A–7B, and also provided in table 1, including markup to encode a meta-content index and a portion of the document body”, Hoth).

Claim 43:

Regarding Claim 43 discloses a method identifying an entity name from an event associated with an article (REFER to claim 1, wherein this limitation has already been addressed, Hoth), wherein the entity name is associated with an entity and the event is associated with a user (column 5, lines 45–49, respectively, Hoth) identifying contact information potentially about the entity name (REFER to claim 1, wherein this limitation has already been addressed, Hoth); determining that the contact information is likely about the entity name (REFER to claim 1, wherein this limitation has already been addressed, Hoth); associating an entity ID with the entity name (REFER to claim 2, wherein this limitation has already been addressed, Hoth);

indexing the entity name and at least some of the contact information

determined to be likely about the entity name based on the entity ID (REFER to claim 5, wherein this limitation is substantially the same/or similar and therefore rejected under the same grounds, Hoth);

storing the entity name and at least some of the contact information determined to be likely about the entity name (REFER to claim 1, wherein this limitation has already been addressed, Hoth);

receiving a search query relating to the entity name (column 13, lines 57-67, wherein this reads over "primary key data from the PROFESSOR view document is analyzed to search the next view indicated in entry 910, which in this case is the CLASS view and then, primary key data is taken from the CLASS view document to search the next view, which is in this case the ENROLL view of the bridging structure, e.g., ENROLL view 740 of FIG. 7, and the results provided from the ENROLL view are the documents where the foreign key matches the primary key in the previous view, Hoth);

identifying at least some of the contact information determined to be likely about the entity name as relevant to the query (REFER to claim 1, wherein this limitation has already been addressed, Hoth); and

outputting at least some of the contact information (columns 17-18, lines 64-67 and lines 1-11 respectively Hoth).

Claim 44:

Regarding Claim 44, the combination of Hoth in view of Burke teaches wherein storing the entity name and at least some of the contact information determined to be likely about the entity name comprises indexing the entity name and at least some of the contact information determined to be likely about the entity name (REFER to claim 43, wherein this limitation is substantially the same/or similar and therefore rejected under the same grounds, Hoth)

Claim 45:

Regarding Claim 45, Burke teaches wherein storing the entity name and at least some of the contact information determined to be likely about the entity name comprises indexing the entity name and at least some of the contact information determined to be likely about the entity name (Refer to claim 43, wherein this limitation is substantially the same/or similar and therefore rejected under the same grounds, Hoth).

### **Claim Rejections – 35 USC § 103**

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

9. Claims 4-21, 25-42, and 44-47 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hoth et al (US Patent No. 7,099,887, Filing Date: August 8, 2002) in view of Burke (US Publication No. 2004/0133561, Date Filed: Oct. 2, 2003).

#### **Claims 4 and 25:**

Regarding Claims 4 and 25, Hoth discloses an “entity ID”. However, Hoth does not disclose wherein the entity ID is a preexisting ID if the entity name has previously been identified.

On the other hand, Burke teaches wherein the entity ID is a preexisting entity ID if the entity name has previously been identified (paragraph [0115], wherein this reads over “the identified Email\_ID, i.e., “26”, to lookup all Recipients that are associated with that Email address in the Recipients\_Email table and this table shows all of the

individual Recipients that are associated with that single Email address, wherein this example, using the identified Email\_ID, i.e., "26", to query values in the foreign key "FK\_Email\_ID" in Recipients\_Email table, i.e., Email\_ID, is used as a foreign key in this table) returns a single Recipient\_ID, i.e., "33", wherein (the corresponding Recipient\_Email\_ID key for this association is "9", which designates an ID for this relationship, dd3) search Recipients\_Email table for all records that have the found Recipient\_ID, i.e., "33", and have an FK\_Email\_ID different than the previously identified Email\_ID, i.e., "26", and paragraph [0171], wherein the process has found an instance in which the received data record name and postal address exist and are associated with a recipient in the database already, and the received data record email address also already exist in the database, but is associated with a different recipient who also shared the same name, wherein this is also equivalent to "wherein the entity ID is a preexisting entity ID if the entity name has previously been identified", Burke).

It would have been obvious to one of the ordinary skill in the art at the time of the invention to incorporate Burke teachings into Hoth system. A skilled artisan would have been motivated to combine as suggest by Burke [paragraph [0020]] for implementing a method to increase a search performance on a system/or application.

Claims 7 and 28:

Regarding Claims 7 and 28, the combination of Hoth in view of Burke teaches wherein the contact information is indexed if the user provides authorization (SEE paragraph [0025], wherein this reads over "the selection feature may further include an approval/authorization feature, wherein the system has a means to obtain Recipient permission before release of the Recipient's PII to the querying party (i.e., Sender). This feature is part of an optional, addition to the method of obtaining permission from Recipients before releasing their PII to a Sender; i.e., requesting and obtaining permission from a Recipient prior to returning the Recipient's PII", which is interpreted to be equivalent to "wherein the contact information is indexed if the user provides authorization", Burke).

It would have been obvious to one of the ordinary skill in the art at the time of the invention to incorporate a method of "authorization" disclosed by Burke ([0063], respectively) within Hoth system for providing and implementing a secure mechanism to obtain a user permission before releasing content of the a user personal information to the another party.

Claims 8 and 29:

Regarding Claims 8 and 29, the combination of Hot in view of Burke teaches wherein the article is associated with a client application (SEE paragraph [0187], wherein this reads over “business to business service, wherein the service provider (i.e., Data Manager) receives queries from business clients (Senders) inputting a list of data elements of one type, (e.g., Email address), to receive an output list of alternate Email addresses in return, wherein for example, an alternate implementation may be a consumer-oriented white-pages-type service, wherein consumers could go to an Internet web site and enter the old Email address and receive an alternate Email addresses for that Recipient”, which is equivalent to “article is associated with a client application”, wherein the “article” is interpreted to be the Internet web site”, Burke).

Claims 9 and 30:

Regarding Claims 9 and 30, the combination of Hot in view of Burke teaches wherein the article comprises one of an email, a word processing document, a spreadsheet document, a drawing, a programming application document, a presentation application document, a web page, an mp3, an image, or a media file document (SEE paragraph [0187], wherein this reads over “wherein consumers could go to an Internet web site”, Burke).

Claims 10 and 31:

Regarding Claims 10 and 31, the combination of Hoth in view of Burke teaches wherein the contact information comprises one or more of one or more names, one or more addresses, one or more telephone numbers, one or more facsimile numbers, one or more email addresses, and one or more website addresses (SEE Figure 3, wherein it illustrates one or more names and email addresses, Burke).

Claims 11 and 32:

Regarding Claims 11 and 32, the combination of Hoth in view of Burke teaches wherein program code for receiving a search query relating to the entity name (SEE paragraph [0023], respectively, Burke);

program code for identifying at least some of the contact information as relevant to the query (SEE paragraph [0116], wherein this reads over “when more than one recipient\_ID is found, it can either retrieve all the email addresses for all the relevant recipients”, which is equivalent to “identifying at least some of the contact information as relevant to the query”, Burke); and

program code for outputting at least some of the contact information

(SEE paragraph [0116], wherein this reads over "return them all as output response, or the procedure can use the intended", which is equivalent to "outputting at least some of the contact information, Burke).

Claims 12 and 33:

Regarding Claims 12 and 33, the combination of Hoth in view of Burke teaches wherein program code for associating contact information from multiple events with the entity name (SEE paragraph [0117], wherein this reads over "the found Email\_IDs can then be used to retrieve the Email addresses from the Email\_Address table ("terry.white@earthlink.net" and "terryw@hotmail.com" are associated with the Email\_IDs "52" and "192", and paragraph [0120], wherein by inputting a name and postal address of "Terry White" and "403 W 54th St, NY, N.Y.", find all the known Email addresses for that recipient, which is equivalent to "associating contact information from multiple events with the entity", Burke).

Claims 13 and 34:

Regarding Claims 13 and 34, the combination of Hoth in view of Burke teaches wherein associating contact information from multiple events with the entity name comprises determining at least one common identifier (SEE paragraph [0121], wherein this reads over "lookup the input postal address in the Postal\_Address table, i.e., which

returns a Postal\_ID “98”, and [0122], wherein this reads on “use of Postal\_ID, i.e., “98”, to lookup recipients associated with that address in the recipient\_postal table, i.e., Recipient\_Ids of “33” and “64” are returned”, which is equivalent to “determining at least one common identifier”, Burke).

Claims 14 and 35:

Regarding Claims 14 and 35, the combination of Hoth in view of Burke teaches wherein less than all of the multiple events share a same common identifier (SEE paragraph [0181], respectively, Burke).

Claims 15 and 36:

Regarding Claims 15 and 36, the combination of Hoth in view of Burke teaches wherein associating contact information from multiple events with the entity name comprises determining patterns (SEE paragraphs [0139] – [0146], respectively, wherein this reads over “identifier module and a merger module, wherein each record of the received dataset is preferably processed by sequentially performing an email address test, a postal address test, and a name test, wherein Figure 15, the data records are analyzed individually to determine and store all the associations between various data elements contained in the records, which is interpreted to be equivalent to “determining patterns”, Burke).

Claims 16 and 37:

Regarding Claims 16 and 37, the combination of Hoth in view of Burke teaches wherein associating contact information from multiple events with the entity name comprises determining redundant identifiers (SEE paragraph [0149], wherein this reads over "if a recipient exist in the database, with the same email, and name as the inputted data record, do nothing, and proceed to the next record, that is, the data is already present, so no action is take, which is equivalent to "determining redundant identifiers", Burke).

Claims 17 and 38:

Regarding Claims 17 and 38, the combination of Hoth in view of Burke teaches wherein a program code for determining a probability of correct contact information based at least in part on proximity of contact information within the events or a frequency of contact information within events (SEE paragraph [0131]), wherein this reads over "any duplicate PII retrieved in the query process is preferably discarded from the result set, wherein that is, if multiple records in the Database yield the same result to a query, e.g., five occurrences of "terryw@hotmail.com", only one instance of that result should be returned in the results, which is interpreted to be equivalent to "determining a probability of correct contact information based at least in

part on proximity of contact information within the events or a frequency of contact information within events", Burke).

Claims 18 and 39:

Regarding Claims 18 and 39, the combination of Hoth in view of Burke teaches wherein identifying the entity name consists of one or more of: determining a list, determining a capital letter, determining a field, determining formatting, determining a typical value, and parsing encoded information (SEE paragraph [0192], wherein this reads over "combinations of PII data elements may be included in a query that is then compared with similar data elements in the database then parsed and supplied to an artificial intelligence module for matching to an Email address, which is equivalent to "parsing encoded information", Burke).

Claims 19 and 40:

Regarding Claims 19 and 40, the combination of Hoth in view of Burke teaches wherein identifying contact information further comprises determining one or more of a field, header tag, context in which text appears, matching entries, or parsed article content (SEE paragraph [0193], wherein this reads over "when a domain name match is identified, the remaining data elements are compared for a match or an equivalency for the company name and the Recipient's last name and if multiple records are identified,

any records that match all three portions is then either be outputted or further processed by an additional Ai module to determine a single best match based on predetermined user criteria and/or additional inputted information, wherein this reads over "matching entries", Burke).

Claims 21 and 42:

Regarding Claims 21 and 42, the combination of Hoth in view of Burke teaches wherein program code for causing an output of possible alternative contact information or a probability of correct contact information (SEE paragraph [0133]), wherein this reads over "wherein more than one alternate data element is found in the database, one of the alternates may be selected and presented to the sender who imputed the query", Burke).

Claim 46:

Regarding Claim 46, the combination of Hoth in view of Burke teaches wherein determining that the contact information is likely about the entity name comprises determining a probability of correct contact information based at least in part on a proximity of contact information within the article or a frequency of contact information within the article (SEE paragraph [0010], wherein updating such contact information is typically dependent upon a recipient voluntarily providing timely,

periodic, and correct notification to the sender and paragraph [0179], wherein this reads over" each field in the dataset is compared to see if the value has changed during the time interval chosen, and any changes that are detected are directly integrated into the database or preferably stored for later use in the merge process, which is interpreted to correspond to "determining a probability of correct contact information based at least in part on a proximity of contact information within the article or a frequency of contact information within the article", Burke).

Claim 47:

Regarding Claim 47, the combination of Hoth in view of Burke teaches wherein determining that the contact information is likely about the entity name comprises determining a probability of correct contact information based at least in part on a proximity of contact information within the article or a frequency of contact information within the article (REFER to claim 46, wherein this limitation is substantially the same/or similar, and therefore rejected under the same grounds, Burke).

**Prior Art of Record**

1. Barr et al. (US Patent No. 5,742,816)
2. Gross et al (US Publication No. 20040143569)
3. Burke (US Publication No. 2004/0133561)
4. Hoth et al (US Patent No. 7,099,887)

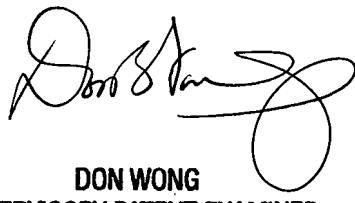
**Point of Contact**

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Helene Rose whose telephone number is (571) 272-0749. The examiner can normally be reached on 8:00am – 4:30pm Monday–Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Don Wong can be reached on (571) 272-1834. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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